

APPENDIX B

Appendix B CRITICAL MEASURES			Monthl		
		Description	Resale	UNE	Coll
1		Response Time OSS Interface	\$82,873	\$195,345	
	PO-1-01	Customer Service Record	\$31,078	\$73,254	
	PO-1-02	Due Date Availability	\$10,360	\$24,418	
	PO-1-03	Address Validation	\$10,360	\$24,418	
	PO-1-04	Product & Service Availability	\$10,360	\$24,418	
	PO-1-05	TN Reservation	\$10,360	\$24,418	
	PO-1-06	Facility Availability (Loop Qualification)	\$10,360	\$24,418	
2	PO-2-02	OSS Interface Availability (Prime Time)	\$82,873	\$195,345	
3	OR-6-03	% Accuracy LSRC		\$195,345	
4a	PR-4-01	% Missed Appointment - BA - Total - EEL		\$65,115	
4b		% Missed Appointments – Complex		\$65,115	
	PR-4-04	% Missed Appointment – Dispatch- Complex		\$21,705	
	PR-4-05	% Missed Appointment – No Dispatch- Complex		\$43,410	
4c		% Missed Appointments	\$82,873	\$65,115	
	PR-4-01	Total – Specials	\$20,718	\$130,231	
	PR-4-01	Total – Trunks			
	PR-4-04	Dispatch - POTS	\$20,718		
	PR-4-04	Dispatch - Loop – New		\$65,114	
	PR-4-05	No Dispatch – POTS	\$41,437		
5	PR-4-05	% Missed Appointment - BA - No Dispatch - Platform		\$195,345	
6		Hot Cut Loop Performance ¹		\$390,690	
	PR-4-06	% On Time – Hot Cut Loop (adjusted for MA due to late LSRC)			
	PR-6-01	% Installation Troubles within 7 Days – Hot Cut Loop			
7	PR-4-07	% On Time Performance - UNE LNP			
8		% Repeat Reports within 30 Days	\$82,873	\$195,345	
	MR-5-01	POTS	\$41,437	\$97,672	
	MR-5-01	Specials	\$41,437	\$97,672	
9		Mean Time To Repair	\$82,873	\$195,345	
	MR-4-01	Total (Specials/Trunks)	\$27,624	\$65,115	
	MR-4-02	Dispatch	\$20,718	\$48,837	
	MR-4-03	No Dispatch	\$6,906	\$16,278	
	MR-4-08	% Out of Service > 24 Hours	\$27,624	\$65,115	
10		% Final Trunks Groups Blocking			
	NP-1-03	Blocked 2 Months			
	NP-1-04	Blocked 3 Months			
11		Collocation			
	NP-2-5/6	% Completed on Time – Physical & Virtual			
	NP-2-7/8	Average Delay Days – Physical & Virtual			
12		xDSL Performance		\$195,345	
	PO-8-01	Avg. Response Time - Manual Loop Qualification		\$24,418	
	PO-8-02	Avg. Response Time - Engineering Record Request		\$24,418	
	PR-4-14-18	% Completed on Time (Consolidated measure to be developed)		\$122,091	
	PR-6-01	% Installation Troubles - xDSL Loops		\$24,418	
		Total Dollars At Risk – Monthly	\$414,368	\$1,953,448	
		Total Dollars At Risk – Annual	\$4,972,414	\$23,441,379	

(1) OSS \$ allocated to Resale and UNE Lines in Service

¹ If either sub-metric performance standard is missed, the critical measure is considered missed.